Hate Crime Triage and Project Officer

Job Description / Person Specification

About Galop

Galop is the UK's LGBT+ anti-abuse charity. Founded in 1982, we have been championing the needs and protecting the safety of the LGBT+ community for nearly 40 years.

Galop works directly with thousands of LGBT+ people who have experienced abuse and violence every year. We specialise in supporting victims and survivors of domestic abuse, sexual violence, hate crime, and other forms of abuse including honour-based abuse, forced marriage, and so-called conversion therapies. We are a service run by LGBT+ people, for LGBT+ people, and the needs of our community are at the centre of what we do.

We run two national support helplines: one for LGBT+ victims and survivors of domestic abuse, and the other for LGBT+ people who have experienced hate crime. We provide advocacy services, both in London and nationally, for LGBT+ victims who need longer-term support. We are person-centred, empowerment-based, and trauma-informed – meaning our focus is always on helping our clients decide what is best for them, and then supporting them through their journey.

We use what we learn through working on the frontlines with clients to work for national and local policy change to improve outcomes for LGBT+ victims and survivors of abuse and violence. We build evidence through key pieces of research, like our upcoming report into LGBT+ experiences of sexual violence. We push for legislative change, improved statutory

guidance for victims, and better understanding of the needs of LGBT+ people around the country.

About the role

This is a brand new role, supporting the pan-London hate crime victim service known as CATCH. The service is run in partnership with specialist organisations working with victims of hate crime. This partnership is led by Galop and is formed of expert services with long track records of supporting people facing hate crime, including specialists in hate crimes motivated by racism, anti-LGBT+ prejudice, antisemitism, anti-Muslim, or anti-disability prejudice. Each organisation provides support and advocacy for hate crime victims, including offering clients a space to talk and think through options, helping them plan what they want to do, and offering assistance in getting what they need from authorities.

The partnership currently receives around 4000 referrals per year, and this new role will work to identify the needs of each person referred to the service, bring them into the advocacy where appropriate, offering one-off advice and assistance or referring elsewhere where the clients' needs suggest this is the best route for them (a process known as "triage"). You will also work closely with the Head of Hate Crime Services to strengthen and develop the CATCH partnership.

Your triage work will enable people referred into the service facing all forms of hate crime to feel heard, supported and reach the right service. You will need excellent listening and communication skills, with the empathy needed to obtain the information you need to assess a case while leaving clients feeling supported. Most importantly, you need the capacity and attitude to become familiar with the needs of a broad spectrum of experiences across race, faith, LGBT+ and disability hate crime.

The role will involve reaching out to offer a one-off assessment conversation to people referred to the service, offering empathetic

listening, assessing whether they fit the CATCH service criteria and referring them to an appropriate service inside or outside the partnership. This triage work will be shared with a second Triage Officer.

You will also support the CATCH partnership on the next stage of its journey. This will include promoting the service, delivering outreach and talks, assisting with creating reports, supporting CATCH partners to share good practice, and widening the partnership's networks.

You will report to the Head of Hate Crime Services and work alongside another Triage Officer and our other LGBT+ Hate Crime Independent Victim Advocates.

This is a pivotal moment in Galop's journey. We have grown quickly over the last six years and you will be part of the future of our work. You'll help us reach, support and assist more of our community. You'll be helping to amplify the voices of LGBT+ survivors of abuse, and ensure that they are at the centre of Galop's service.

We anticipate that approximately 3 days per week will be spend on project work and 2 days per week on triage. However, this will vary week to week and change over the course of the project.

You will develop and run the CATCH referral triage system, including:

- Promptly contacting, listening to, assessing and triaging people referred to the CATCH hate crime advocacy service. This will include people facing racist, LGBT+, anti-semitic, anti-Muslim and disability hate crime
- Where someone meets the criteria to receive a service from CATCH, passing their case to the relevant CATCH partner organization to receive specialist hate crime advocacy. Where someone does not meet the service criteria, offering supportive listening and refer them elsewhere
- Ensuring your approach to contact with people is trauma informed, empowerment-cased and person-centered
- Ensuring that written referrals you make are clear and reflect the situation and needs of the person you have assessed

- Being willing to work with CATCH partner services to developed your understanding of each form of hate crime (race, LGBT+, antisemitism, anti-Muslim and disability hate crime) to ensure
- that your contact with people facing hate crime accounts for their needs and experiences
- Keeping a record of key information about each case you assess and triage
- Assisting the Head of Hate Crime Services with the analysis and reporting of service data

Your work improving the response for people facing hate crime will include:

- Supporting CATCH partners to succeed in their job of supporting and empowering people facing hate crime
- Organising and running information sharing sessions, including securing speakers and delivering occasional training sessions yourself.
- Helping the Head of Hate Crime Services to create funder reports about the partnership.
- Setting up and maintaining a list of hate crime services outside the CATCH partnership willing to take referrals of people facing hate crime
- Promoting the CATCH partnership. This includes outreach, giving talks about the partnership, creating and distributing information materials such as leaflets, and updating text on the CATCH website.
- Attending occasional external meetings to represent Galop and the CATCH partnership

About you

We’re looking for someone with a good people skills and frontline experience who understands the needs of people facing hate crime across a breadth of marginalised communities. You’ll need to have good teamwork skills, a focus on self-care, and be prepared to work in an environment where abuse and violence are regularly talked about. You will also be a good communicator who is able to

The below list is a guide for the kind of skills and experience we'd like you to have – but you don't have to have it all to be considered. We recognise that your experience may be from unpaid roles as well as formal employment. We want to know why you're the right person for this role, not whether you've been given the right opportunities.

The post holder does not need to have previous experience in the hate crime sector but they should demonstrate a thorough understanding of the lived experience of at least one of the minoritised communities with which the CATCH partnership works, including awareness of the issues which our clients might face.

Person Specification

Experience and knowledge	Essential (E) or Desirable (D)
Understanding of what hate crime is and the purpose of anti-hate crime work	D
Understanding of the emotional and practical needs of people impacted by hate crime	E
Experience of professional contact with people facing violence or abuse	D
Understanding of the unique needs and perspectives within groups facing hate crime (faith, disabled, LGBT+, and Black and ethnically minoritised communities)	E
Understanding of and commitment to the value of inclusive working practice and valuing diversity in the work you do	E
Experience of partnership working	E
Experience of service data recording and contributing to data reports	D
Experience of organising and delivering learning events	D
Experience of promoting a service, including through outreach and giving talks	D
Skills	
Excellent interpersonal skills with clients and professionals	E
Excellent supportive listening skills	E

Ability to balance multiple priorities, work under pressure and to deadlines, and prioritise your workload	E
Ability to provide person-centred support to empower clients facing hate crime	E
Ability to voice problems to partner agencies, while maintaining positive working relationships	E

At Galop, we believe that life should be safe, just and fair for all LGBT+ people, and that includes our staff in the workplace. We believe in equity and understand the importance of inclusion for staff with a wide range of lived experience. No matter your age, race, faith, orientation, gender identity, disability, or class, we want you to feel welcome here. To that end Galop has a multi-year Equity, Diversity, and Inclusion plan in place, currently focusing on equity and inclusion for Trans and BAMER members of staff. We are committed to listening and learning, and to constant improvement. We believe it is our job to make sure that all our staff, particularly those from minoritised backgrounds, feel welcome, safe, and able to thrive at Galop.

Location

Galop's offices are located in London. This role will be based in the office following the end of the current pandemic. The team is working remotely while the pandemic continues

Hours

Full Time (35 hours per week)

Contract

Until 30/09/2023

Reports to

Head of Hate Crime Services

Salary

Galop uses the NJC scales. This post is on NJC scale points 20 to 25 (£29,705 - £33,291 per year including London Weighting).

Closing Date

Applications should be submitted by 10:00am on Monday 13th September 2021. First round interviews will be held on Tuesday 21st Sept 2021.

Questions?

If you have any questions or would like to discuss the role further prior to application, please contact our Head of Hate Crime Services, Nick Antjoule, at nick@galop.org.uk

Please send completed applications and equal opportunities form by email only to recruitment@galop.org.uk